

Lib-03-004

Section: Library Patrons/Users

Title: Patron Behaviour Within the Library

1. Patrons of the Tofield Municipal Library, whether members or not, are expected to treat the library, the library's materials, furnishings, and equipment, as well as other patrons and/or Library staff, with respect and courtesy.
2. All materials, furnishings, and equipment within the library are under the protection of the library, whether or not they are owned by the library.
3. Patrons within the library facilities will not disturb any other library user and/or library staff.
4. If a patron is found to be disturbing other patrons, and/or staff, that patron will be reminded by staff to act in a courteous manner.
5. After being reminded by staff, if a patron refuses to act in a courteous manner toward other patrons and/or staff, that patron will be asked by staff to leave the library.
6. If the patron refuses to leave the library, a staff member will call the police.
7. If the police are called, as soon as feasibly possible, the Manager will be informed of the incident.
8. Patrons will not misuse or cause damage to any equipment, furnishings, or materials that are under the library's protection.
9. If a patron is found to be damaging or misusing any equipment, furnishings, or materials that are under the library's protection, depending on the level of damage or misuse, that patron will be warned or will be asked to leave the library. Compensation for damage will be determined by the Manager. A membership may be withheld until fine is paid in full.
10. If the patron is asked to leave the library and refuses to abide by that request or is abusive towards a staff member or any equipment, furnishings, or materials that are under the library's protection, the police will be called.
11. For any incident requiring removal of a patron or where the police are called, an incident report will be completed by any staff who was involved in the incident and that report will be given to the Manager.
12. If a patron is in imminent danger of causing harm to himself or others, the staff member should, as calmly as possible, attempt to obtain that person's name, location (address and nearby landmarks), and contact emergency services at 911.
 - If the threat is not imminent, the staff member should still contact 911, but should also suggest that the patron contact 211, Alberta's Mental Wellness Support Line.
 - The staff member should immediately record the date and time of the contact, the staff member's name and employee ID, and that 911 and any other organization was notified, along with the name and address of the caller.
 - The board chair is to be notified as soon as possible.

Latest Revised Date: February 9, 2023